

Job Opportunity Bulletin

Post Date: APRIL 21, 2017

SYSTEMS SOFTWARE SPECIALIST I (TECHNICAL)

Salary range: \$5,294 - \$6,962

Permanent, Full-Time

FINAL FILING DATE: MAY 12, 2017

JOIN THE DDS TEAM!

For information about the

DEPARTMENT OF DEVELOPMENTAL SERVICES

Please visit our website at
www.dds.ca.gov

Please refer to:

Position #: **473-071-1587-001**

Mail your application to:

Dept. of Developmental Services
1600 Ninth Street, MS-Q
Sacramento, CA 95814
Attention: Javonda Calloway

All applications will be
screened and only the most
qualified will be interviewed.

CONTACT INFORMATION

Name: Javonda Calloway
Number: (916) 322-9018
Email: Javonda.Calloway@dds.ca.gov

The incumbent has an expert level of knowledge and experience in the Information Technology field to serve as the advanced technical specialist for network administration and troubleshooting. This includes servers, LAN, WAN, PCs and all other IT activities. Performs daily health monitoring of the network to ensure optimal performance. Maintains and updates network documentation for business continuity. Participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance is consistent with industry best practices, security requirements and department goals.

For complete duties, please see duty statement on the following page.

DESIRABLE QUALIFICATIONS:

- Knowledge of Microsoft Server 2008 & 2012, PowerShell, Active Directory and VMWare.
- Ability to lead multiple projects simultaneously and adapt quickly to changing priorities and resolve issues.
- Excellent interpersonal, planning, and collaboration skills.

ADDITIONAL INFORMATION:

If you are ready to be a part of our DDS team, please submit an original signed State application (STD. 678) by the final filing date. All applicants will be considered; however, Reemployment/SROA/Surplus candidates will be given priority. Please include the **basis of your eligibility** (*list eligibility or transfers, must meet the minimum qualifications (MQs) of this classification*) and **position #473-071-1587-001** on your application.

If you are using list eligibility from an on-line exam to qualify for this position, you **must** include with your application any **documentation** (i.e. copy of transcript, degree, license, etc.) to verify meeting the MQ's. The MQs will be verified prior to interview and/or appointment.

If it is determined that an applicant does not meet the MQs of the classification, the applicant will not be considered and may be withheld from the eligible list.



"Building Partnerships, Supporting Choices"

DEPARTMENT OF DEVELOPMENTAL SERVICES

1600 9th Street, MS-Q
Sacramento, CA 95814

**INFORMATION TECHNOLOGY DIVISION
INFRASTRUCTURE SERVICES BRANCH
NETWORK SERVICES SECTION**

DUTY STATEMENT

JOB TITLE: Systems Software Specialist I

POSITION #: 473-071-1587-001

POSITION DESCRIPTION: The incumbent has an expert level of knowledge and experience in the Information Technology field to serve as the advanced technical specialist for network administration and troubleshooting. This includes servers, LAN, WAN, PCs and all other IT activities. Performs daily health monitoring of the network to ensure optimal performance. Maintains and updates network documentation for business continuity. Participates in the planning and implementation of policies and procedures to ensure system provisioning and maintenance is consistent with industry best practices, security requirements and department goals.

SUPERVISION EXERCISED: None

SUPERVISION RECEIVED: Reports to and is under general supervision of the Data Processing Manager II.

EXAMPLES OF DUTIES:

Essential Job Functions:

- 35% Support and manage the Microsoft Office 365 environment by assigning licenses, troubleshooting and managing mailboxes. Assist in the support of the virtual environment VMWare 6.0, which consists of 160 plus virtual servers. Lead as the server administrator to ensure all cloud and on premise servers are in compliance with licensing, have current documentation, and troubleshoot and repair as needed. Support the Azure Infrastructure. Assist with diagnosing complex problems in the LAN/WAN infrastructure.
- 35% Assist in the support of Service Manager, a ticketing system utilized by all of HQ users and remote site users. Assist with automation of service requests using Orchestrator. Assist with Amazon Web Services and in the support of the NetApp storage. Utilize software tools and utilities and/or hardware and software tools as necessary to maintain systems and diagnose network problems. Assist or act as technical lead in software implementation. Resolve third level technical service desk incidents/requests.
- 20% Support Remote Sites with IT requests as needed. Coordinate with Otech for connectivity and security issues. Assist with smartphones/tablets configuration. Identify and recommend hardware or software necessary to manage DDS' network, which includes providing justification documents. Maintain and update network documentation for business continuity. Mentor staff on newly implemented technologies.
- 5% Occasional scheduled and/or unscheduled after hours work to resolve Network issues. Occasional mandatory overtime or travel (day trip or overnight within the state of California) to ensure completion of network tasks at Remote Sites.

Marginal Job Functions:

- 5% Analyze user requests for hardware/software and make recommendations. Purchase software/hardware by obtaining competitive bids and complete appropriate purchasing paperwork.

WORKING CONDITIONS: Work is performed in an open-spaced, partitioned office environment. Work on a personal computer up to 90% of the time. Occasionally required to transport objects weighing up to 25 pounds.

DESIRABLE QUALIFICATIONS:

Knowledge of:

- Microsoft Server 2008 and 2012
- Active Directory
- Group Policies
- IIS
- Cloud Environment
- PowerShell
- DNS\DHCP
- File Servers
- Anti-Virus Software
- Data Backup Software
- Patching
- iPhone/Smartphones
- Change Management
- Network Best Practices
- VMWare
- Citrix

Ability to:

- Stay current with the latest developments in software
- Develop technical documentation
- Adapt and manage multiple tasks and priorities
- Develop effective solutions
- Communicate with users, team members and management effectively

CERTIFICATION OR LICENSE: None.